

1 1. A telephone service method within a telephone system that provides notification to identified parties that an
2 emergency call to an emergency service has been made from a subscriber, the improvement characterized by:

3 Receiving an alert signal indicating that a call has been placed to said emergency service;

4 Collecting real-time data from message content of said call in response to receiving said alert signal;

5 Said real-time data being collected within an interval between a time that said emergency call is recog-
6 nized and a response is initiated;

7 Using said alert signal to fetch a subscriber record containing indicia corresponding to said identified
8 parties from a subscriber database; and,

9 Activating a message response system in response to said indicia to thereby initiate notification to said
10 identified parties that a call to said emergency service has been made from a subscriber identified by said alert sig-
11 nal.

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1 2. The method in accordance with claim 1 further characterized by:

2 Creating subscriber data packets from subscriber data collected from subscribers as part of said telephone
3 service; each of said subscriber data packets including a subscriber unique identifying information;

4 Periodically transferring a number of subscriber data packets to said subscriber database;

5 Creating, in said subscriber database, a number of subscriber data records corresponding to each said
6 subscriber unique identifying information;

7 Storing in a particular subscriber data record a particular unique identifying information, a particular
8 address of an addressable notify device supplied by a particular subscriber, and said real-time data collected from
9 said message content of said call;

10 Fetching from said subscriber database memory said particular subscriber data record upon a condition
11 that said particular subscriber unique identifying information in said particular subscriber data record matches said
12 alert signal; and,

Utilizing said address of said particular addressable notify device, obtained from said particular subscriber data record, to activate said message response system to thereby send a message to said particular addressable notify device.

3. The method in accordance with claim 1 wherein said subscriber record includes the subscriber's telephone number, a list of subscriber-supplied notify number(s), and a field that identifies said subscriber's telephone number as a wireline or wireless telephone number.

4. The method in accordance with claim 2 wherein said subscriber record includes the subscriber's telephone number, a list of subscriber-supplied notify number(s), and a field that identifies said subscriber's telephone number as a wireline or wireless telephone number.

5. The method in accordance with claim 1 further characterized by:

Receiving, in addition to said alert signal, said collected real-time data from message content of said call and associated data from said location database;

Composing a notify message comprised of a calling phone number derived from said alert signal, said real-time data and additional information derived from data sources including said location database.

6. The method in accordance with claim 5 wherein said additional information includes the time, date, subscriber name and subscriber location from a location system for wireless calls.

7. The method in accordance with claim 5 further characterized by:

Receiving, in addition to said alert signal, associated data from said location database; and,

Composing a notify message comprised of a calling phone number derived from said alert signal, additional information derived from data sources including said location database, and said real-time data collected from said message content of said call.

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8. The method in accordance with claim 7 wherein said additional information includes the time, date, subscriber name and subscriber location obtained from a location system for wireless calls.

9. In a telephone system an apparatus comprising:

An alert signal generated in response to recognition that a call has been placed to an emergency service;

A computer connected to said emergency alert signal;

A process in said computer that collects real-time data from message content of said call in response to receiving said alert signal;

Said real-time data being collected within an interval between a time that said alert signal is received and a response to said call is initiated;

A message response system connected to said computer;

A subscriber database connected to said computer, said subscriber database having a number of subscriber records stored therein;

At least one subscriber record identifying an associated subscriber's subscription to an emergency call notification feature, a subscriber unique identifying information and subscriber supplied information including one or more telephone numbers to be notified;

A process in said computer capable of interacting with said message response system and said subscriber database, a subscriber record being fetched by said process from said subscriber database in response to receipt of unique identifying information from said location database that matches an unique identifying information stored in said subscriber database; and,

A notify message being sent by said message response system, in response to said process, to notify numbers stored in said one subscriber record, said notify message comprised of said calling phone number, said real-time data collected from said message content of said call and additional information supplied by said computer independent of said subscriber supplied information.

1 10. The apparatus in accordance with claim 9 wherein said additional information includes the time, date, subscriber
2 name and subscriber location of said call obtained from a location system for wireless calls.

1 11. The apparatus in accordance with claim 9 wherein said process in said computer the number of a Public Service
2 Answering Point (PSAP) to which the emergency call was routed, said apparatus further comprising:

3 A storage element in said subscriber record in which an ANI of the number of the PSAP to which the
4 emergency call was routed is stored; and,

5 Wherein said process presents an option to an answering notified party of receiving said real-time data
6 collected from said message content of said call, a reference to which being stored in said subscriber record as said
7 additional information.

1 12. The apparatus in accordance with claim 9 wherein said subscriber record includes the subscriber's telephone
2 number, a list of subscriber-supplied notify number(s), and a field that identifies said subscriber' telephone number
3 as a wireline or wireless telephone number.

1 13. The method in accordance with claim 5 wherein said associated data from said location database includes the
2 number of a Public Service Answering Point (PSAP) to which the emergency call was routed,

3 Presenting to an answering notified party an option of placing a call to an information telephone station,
4 the ANI of which being stored in said subscriber record as said additional information; and,

5 Placing a call to the information telephone station using said ANI obtained from said subscriber record, upon a con-
6 dition that a notified party invokes said option; and,

7 Transferring said notified party to said information number.

1 14. The method in accordance with claim 11 wherein; responsive to a notified party invoking said option, a call be-
2 ing placed to the information telephone station using said ANI obtained from said subscriber record, and said noti-
3 fied party being transferred to said information number.

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1 15. A telephone service apparatus within a telephone system in which an automatic message response system pro-
2 vides notification to identified parties that a call to an emergency service has been made from a subscriber number
3 identifiable by unique identifying information, said emergency service including a location database, the improve-
4 ment characterized by:

5 A computer having stored therein a alert signal that a call has been placed to said emergency service, said alert sig-
6 nal corresponding to a query made to said location database;

7 A subscriber database connected to said computer, said subscriber database having stored therein a subscriber rec-
8 ord containing indicia corresponding to said identified parties;

9 Said subscriber record being fetched to said computer from said subscriber database in response to said alert signal;
10 and,

11 A message response system connected to said computer, said message response system being activated in response
12 to said indicia to thereby initiate notification to said identified parties that a call to said emergency service has been
13 made from a subscriber number identified by said alert signal.

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1 16. The apparatus in accordance with claim 15 further characterized by:

2 Said subscriber database having stored therein subscriber data packets containing subscriber data collected from
3 subscribers as part of said telephone service;

4 Each of said subscriber data packets including a subscriber unique identifying information;

5 Said subscriber database containing a number of subscriber data records corresponding to each said sub-
6 scriber unique identifying information;

7 A particular subscriber data record having stored therein a unique identifying information, and a par-
8 ticular address of an addressable notify device supplied by a particular subscriber;

9 Said computer having stored therein a particular subscriber data record fetched from said subscriber da-
10 tabase memory upon a condition that said particular subscriber unique identifying information in said particular
11 subscriber data record matches said alert signal; and,

Said indicia being said address of said particular addressable notify device, obtained from said particular subscriber data record.

17. The apparatus in accordance with claim 15 wherein said emergency service system includes a Public Safety Answering Point (PSAP) connected to said location database, the improvement further characterized by:

A data path between said PSAP and said location database;

Said alert signal being transferred from said PSAP over said data path between said PSAP and said location database in response to a call placed to said PSAP.

18. The apparatus in accordance with claim 17 wherein said subscriber record includes the subscriber's telephone number, a list of subscriber-supplied notify number(s), and one or more of the subscriber's name and location, an account status, subscriber-supplied Internet addresses, an information line associated with a Public Safety Answering Point (PSAP) servicing the subscriber's telephone number, a language choice, a call later tag and a security code.

19. The apparatus in accordance with claim 15 further characterized by:

Said computer having stored therein, in addition to said alert signal, associated data received from said location database;

Said notify message comprised of a calling phone number derived from said alert signal and additional information derived from data sources including said location database.

20. The apparatus in accordance with claim 19 wherein said additional information includes the time, date, subscriber name and subscriber location obtained from a location system for wireless calls.

21. The apparatus in accordance with claim 17 further characterized by:

2 Said computer having stored therein, in addition to said alert signal, associated data received from said
3 location database;

4 Said notify message comprised of a calling phone number derived from said alert signal and additional
5 information derived from data sources including said location database.

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2 22. The apparatus in accordance with claim 21 wherein said additional information includes the time, date, sub-
3 scriber name and subscriber location obtained from a location system for wireless calls.

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1 23. In a telecommunications network including an emergency call center and a notify component, a method com-
2 prising:

3 A. Using said notify component to search an emergency response database resulting in additional associated infor-
4 mation;

5 B. Transferring said additional associated information from said emergency response database to an emergency call
6 notification service subscriber database; and,

7 C. Incorporating said additional associated information into an outgoing notify message.

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1 24. The method of claim 23 wherein said additional associated information is obtained from a voice-recording de-
2 vice.

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4 25. The method of claim 23 wherein said additional associated information is obtained from at least one of a com-
5 puter assisted dispatch device and an Automatic Crash Notification database.

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1 26. In a telecommunications system having at least one subscriber wireless device in communication with a tele-
2 phone network which includes a network path to a PSAP, a method of notifying at least one designated telephone
3 number that an emergency telephone call has been made from the subscriber wireless device, comprising steps of:

4 A. recognizing an emergency call initiated from said wireless device by a detection mechanism at a detection point
5 along said network path;
6 B. Generating additional information including real-time incident and response information;
7 C. associating said emergency call with said additional information separate from information in said emergency
8 call; and,
9 D. automatically sending a message to an addressable communications device designated by said subscriber, said
10 message including said additional information.

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1 27. The method of claim 26 wherein said real-time incident and response information includes the location of said
2 wireless device from said location system, and one or more of incident specific information, person specific infor-
3 mation, and vehicle specific information,

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1 28. A telephone service method within a telephone system which provides notification to identified parties that a
2 call to an emergency service has been made from a subscriber number identifying a mobile communication device,
3 the improvement characterized by:

4 Detecting a call placed to said emergency service from said mobile communication device;

5 Updating a subscriber record in a subscriber database with additional information including location of
6 said wireless device from said location system, and one or more of incident specific information, person specific
7 information, and vehicle specific information;

8 Using unique identifying information to fetch a subscriber record containing indicia corresponding to
9 said identified parties from a subscriber database; and,

10 Activating a message response system in response to said indicia to thereby initiate notification to said
11 identified parties that a call to said emergency service has been made from a subscriber number identified by said
12 unique identifying information.